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EXAMINER
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ART UNIT	PAPER NUMBER
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Please find below and/or attached an Office communication concerning this application or proceeding.

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE <u>3</u> MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on <u>08 August 2006</u>.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) <u>1-28</u> is/are pending in the application.

    4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) <u>1-28</u> is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

    Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

    Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

    a)☐ All b)☐ Some * c)☐ None of:

        1.☐ Certified copies of the priority documents have been received.

        2.☐ Certified copies of the priority documents have been received in Application No. _____.

        3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

    * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)

2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)

3) ☐ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.

4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .

5) ☐ Notice of Informal Patent Application (PTO-152)

6) ☐ Other: _____.

Response to Arguments

In response to applicant arguments addressing the 112th rejection the presently provided arguments fails to persuade the examiner. Presently the specification does not recite applicant limitation in any for of support for it. Applicant is claim that by the lack of evidence is sufficient to support applicant proposed support applicant claim limitation. Applicant is suggested to positively cite in a form that is clearly supported by the specification.

Applicant has chosen to address the Double Patent upon allowance, therefore the rejection is maintained, till the claim reaches that condition.

Applicant address his arguments to the newly added limitations of "wherein the list includes one or more descriptions received from the one or more service providers," the prior cited discuss restaurant information provided using the system therefore the examiner is not persuade that the newly added limitation overcome the cited prior art.

Additionally applicant amended claim 9 to include the feature "responsive to completion of the live conversation" in doing so applicant is attempting to overcome a call place to the user after the call is complete. Presently as written applicant is failing to differentiate this the claims fails to discuss if this occurs doing the same call or a subsequent call, just that it occurs at some point in time in response to the conversation.

It appears applicant is attempting to overcome the cited prior art, if applicant would like discuss further amendments applicant is suggested to contact the examiner and schedule an interview.

Claim Rejections - 35 USC § 112

The following is a quotation of the first paragraph of 35 U.S.C. 112:

> The specification shall contain a written description of the invention, and of the manner and process of making and using it, in such full, clear, concise, and exact terms as to enable any person skilled in the art to which it pertains, or with which it is most nearly connected, to make and use the same and shall set forth the best mode contemplated by the inventor of carrying out his invention.

Claims 8, 18, 27, 28, and 26 are rejected under 35 U.S.C. 112, first paragraph,

as failing to comply with the written description requirement. The claim(s) contains

subject matter which was not described in the specification in such a way as to

reasonably convey to one skilled in the relevant art that the inventor(s), at the time the

application was filed, had possession of the claimed invention. The specification fails to

disclose the feature "not a selection from an option list".

Double Patenting

The nonstatutory double patenting rejection is based on a judicially created doctrine grounded in public policy (a policy reflected in the statute) so as to prevent the unjustified or improper timewise extension of the "right to exclude" granted by a patent and to prevent possible harassment by multiple assignees. See *In re Goodman*, 11 F.3d 1046, 29 USPQ2d 2010 (Fed. Cir. 1993); *In re Longi*, 759 F.2d 887, 225 USPQ 645 (Fed. Cir. 1985); *In re Van Ornum*, 686 F.2d 937, 214 USPQ 761 (CCPA 1982); *In re Vogel*, 422 F.2d 438, 164 USPQ 619 (CCPA 1970);and, *In re Thorington*, 418 F.2d 528, 163 USPQ 644 (CCPA 1969).

A timely filed terminal disclaimer in compliance with 37 CFR 1.321(c) may be used to overcome an actual or provisional rejection based on a nonstatutory double patenting ground provided the conflicting application or patent is shown to be commonly owned with this application. See 37 CFR 1.130(b).

Effective January 1, 1994, a registered attorney or agent of record may sign a terminal disclaimer. A terminal disclaimer signed by the assignee must fully comply with 37 CFR 3.73(b).

Claims 1, 3-6, 9, 11, 13-16, 19, and 21-26 are rejected under the judicially created doctrine of obviousness-type double patenting as being unpatentable over claims 1-15 and 18-28 of U.S. Patent No. 6,636,590. Although the conflicting claims are not identical, they are not patentably distinct from each other because Voice is a more specific limitation then the term "audio form", in addition it is obvious that the selection is made from the list that is presented, see exemplarily claim 1 below as a example of the obviousness-type double patenting. Additionally "generate a list of one or more service providers" is not the same as "providing the user with a list of one or more service providers" 6,636,590, reads because it is the broader claim, therefore it anticipates 10/015,968.

U.S. Patent 6,636,590	Patent Application 10/015,968
method comprising: receiving a voice request, via a voice-transmission medium, from a user seeking service providers from a wide array of fields of service;	method comprising: receiving one of more search criteria in an audio form, via an audio transmission medium, from a user, the one or more search criteria including a field of service desired by the user;
when the voice request includes a field of service desired by the user, providing the user with a list of one or more service providers stored in a service provider database which match the field of service desired by the user;	searching a service provider database according to the one or more search criteria to generate a list of one or more service providers presenting the list of one or more service providers in an audio form to the user
receiving a selection from the user for a selected service provider stored within the service provider database from a field of service desired by the user; and	determining a selection of the user for a selected service provider from the list of one or more service providers; and
connecting the user with the selected service provider for a live conversation via the voice transmission medium regarding the field of service	connecting the user with the selected service provider for a live conversation via the audio transmission medium

Claim Rejections - 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that

form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1, 11, 21-23, and 26 are rejected under 35 U.S.C. 102(e) as being anticipated by

Rothschild et al. (U.S. Patent Publication 2002/0003867 referred it as Rothschild).

For claim 1, Rothschild teaches, a method comprising:

receiving one or more search criteria in an audio form, via an audio transmission

medium, from a user, the one or more search criteria including a field of service desire

by the user;

searching a service provider database according to the one or more search criteria to

generate a list of one or more service providers;

presenting the list of one or more service providers in an audio form to the user, the list

includes one or more descriptions received from the one or more service provided

(restaurant name or type of food is provided by the restaurant);

determining a selection of the user for a selected service provider from the list of one or

more service providers; and

connecting the user with the selected service provider for a live conversation via the

audio transmission medium. (Rothschild, paragraph 12, 14-23 39, 40 and figure 1,

service provider is a broadly construed as anyone who provides service)

Claim 11 list all the same elements of claim 1 but in product form rather than method

form. Therefore, the supporting rationale of the rejection to claimed 1 applies equally as

well to claim 11.

For claim 21, Rothschild teaches, an audio portal service provider system comprises:

an interface to an audio transmission medium;

an audio recognition engine to receive one or more search criteria in an audio

form from a user, via the audio transmission medium, for a service provider; and

a processor coupled to the audio recognition engine and the interface, the

processor to search a service provider database according to the one or more search

criteria to generate a list of one or more service providers for presentation to the user in

an audio form, the processor to further determine a selection of the user for a selected

provider from the list of one or more service providers via the audio recognition engine,

and the process to cause the interface to connect the user with the selected service

provider for a live conversation via the audio transmission medium, wherein the list

includes one or more descriptions received from the one ore more service provides.
(Rothschild, paragraph 12, 14-23 39, 40 and figure 1, restaurant name, type, locaiton)

For claim 22, Rothschild teaches the system of claim 21, further wherein:

the interface is coupled to the processor to provide the user with an audio list of
available fields of service providers, accept a field of service desired by the user,
provide the user with a list of one or more service providers stored in a service provider
database which match the one or more search criteria and the field of service desired
by the user, and receive a selection from the user for a selected provider. (Rothschild,
paragraph 12, 14-23 39, 40 and figure 1)

For claim 23, Rothschild teaches, the system of claim 21, the system of claim 21, further
comprising:

a network interface coupled to the processor to receive a request from a service
provider of a field of service for inclusion in the service provider database, and the
processor to generate a record for storage in the service provider database, the record
including provider information contained in the request. (Rothschild, paragraph 12, 14-
23 39, 40 and figure 1)

For claim 26, Rothschild teaches, the system of claim 21, wherein the interface
comprises:

a wireless communications network interface;

wherein at least one of the one or more search criteria is not selected from an option

list. (Rothschild, paragraph 12, 14-23 39, 40 and figure 1, location is not selected from

an option list)

Claim Rejections - 35 USC § 102

Claims 1, 11, 21, 22, 25, 27 and 28 are rejected under 35 U.S.C. 102(e) as being

anticipated by Levin et al. (U.S. Patent 6,173,279).

For claim 1, Levin teaches, a method comprising:

receiving one or more search criteria in an audio form, via an audio transmission

medium, from a user, the one or more search criteria including a field of service desire

by the user; (Levin, abstract, Col. 2 lines 15-29, Col. 2 lines 60-67, natural language

query, telephone call)

searching a service provider database according to the one or more search

criteria to generate a list of one or more service providers; (Levin, Col. 2 lines 35-46,

data resource, Col. 6 lines 45-50, "Venezia or Della Roma")

presenting the list of one or more service providers in an audio form to the user;

(Levin, Col. 6 lines 45-50, question, "Venezia or Della Roma", Col. 6 lines 57-60, list of

possibilities) the list includes one or more descriptions received from the one ore more

service providers; (restaurant name or type of food is provided by the restaurant or

restaurant location)

determining a selection of the user for a selected service provider from the list of
one or more service providers; and (Levin, Col. 6 lines 45-50, additional question are
used to formulate a new logical search query, Col. 6 lines 57-60, choose from list of
possibilities)

connecting the user with the selected service provider for a live conversation via
the audio transmission medium. (Levin, Col. 7 lines 12-14, establish a telephone
connection between the pizza restaurant and the user)

For claim 21, Levin teaches, an audio portal service provider system comprises:

an interface to an audio transmission medium; (Levin, Col. 2 lines 60-67,
telephone)

an audio recognition engine to receive one or more search criteria in an audio
form from a user, via the audio transmission medium, for a service provider; and (Levin,
Col. 5 lines 36-60, natural language)

a processor coupled to the audio recognition engine and the interface, the
processor to search a service provider database according to the one or more search
criteria to generate a list of one or more service providers for presentation to the user in
an audio form, the processor to further determine a selection of the user for a selected
provider from the list of one or more service providers via the audio recognition engine,
and the process to cause the interface to connect the user with the selected service
provider for a live conversation via the audio transmission medium, wherein the list
includes one or more descriptions received form the one or more service providers.

(Levin, Col. 8 query questions, Col. 6 lines 57-67, list the possibilities, restaurant name, type, location)

For claim 22, Levin teaches, the system of claim 21, further wherein:

the interface is coupled to the processor to provide the user with an audio list of available fields of service providers, accept a field of service desired by the user, provide the user with a list of one or more service providers stored in a service provider database which match the one or more search criteria and the field of service desired by the user, and receive a selection from the user for a selected provider. (Levin, Col. 8 query questions,)

For claim 25, Levin teaches, the system of claim 21, wherein the interface comprises:

a public switched telephone network interface; (Levin, Col. 2 lines 60-67, telephone)

wherein the processor searches the service provider database to generate the list of one or more service providers based at least partially on information indicating availability for service providers to conduct live conversation. (Levin, Col. 8 query questions, Col. 6 lines 57-67, list the possibilities)

For claim 27, Levin teaches, the method of claim 1, wherein the field of service desired by the user does not correspond to one or more selections according to menu

system; and said searching the service provider database is not based exclusively on

one or more selections according to a menu system. (Levin, Colo. 8, Col.5 Col. 37-60,

natural language)

For claim 28, Levin teaches, the method according to claim 1, wherein one or

more search criteria include an aspect of desire expertise of service providers for the

field that is provided over the audio transmission medium, the aspect of desired

expertise being not an a selection from an option list. (Levin, Col. 8, American, diner,

fast food)

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all

obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

Claim 9 and 19 are rejected under 35 U.S.C. 103(a) as being unpatentable over

Rothschild in view of Alpdemir (U.S. Patent 6,658,389).

For claim 9, Rothschild fails clearly disclose, the method of claim 1, wherein following the connecting the user with the selected service provider, the method further comprises:

Responsive to completion of the live conversation between the user and the selected service provider, prompting the user for a quality of service rating for services rendered by the service provider; and

recording the service rating provided by the user in the service provider database.

Alpdemir teaches, the method of claim 1, wherein following the connecting the user with the selected service provider, the method further comprises:

Responsive to completion of the live conversation between the user and the selected service provider, prompting the user for a quality of service rating for services rendered by the service provider; and

recording the service rating provided by the user in the service provider database. (Alpdemir, Col. 11 line 60 to Col. 12 line 33, the claim limitations do not denote the time at which the prompting occurs just that it occurs after the live conversation is complete)

Alpdemir and Rothschild are both in the field of speech interaction with a customer

Alpdemir is compatible with Rothschild because Alpdemir service provider database

would4 be able to interface with the system of Rothschild using the appropriate queries,

which Rothschild discusses in paragraphs 43-51, which one of ordinary skill in the art

could create the queries.

It would be obvious of one of ordinary skill in the art at the time of the invention to

combine the system of Rothschild with the method of Alpdemir because Alpdemir

provides feedback to improve or maintain the level of service. (Col. 12 lines 2-20)

Claim 19 list all the same elements of claim 9 but in product form rather than method

form. Therefore, the supporting rationale of the rejection to claimed 9 applies equally as

well to claim 19.

Claim Rejections - 35 USC § 103

Claims 2, 7, 8, 10, 12, 17, 18, 20, 25 are rejected under 35 U.S.C. 103(a) as being

unpatentable over Rothschild in view of Shaffer et al. (U.S. Patent 5,901,214 referred to

as Shaffer).

For claim 2, Rothschild teaches, the method of claim 1, further comprising:

wherein when the one or more search criteria include a voice request for a field

of service desired by the user, converting the voice request into a database query

language format utilizing interactive voice recognition software; (Rothschild, paragraphs 42 thru 50)

Rothschild fails to clearly disclose, when the audio request from the user includes a keypad entry response from the user, converting a signal generated by the user's keypad entry into a database query language format in order to enable selection of service providers matching the field of service desired by the user from the service provider database; and

querying the service provider database according to the generated query of the field of service desired by the user in order to generate a list of one or more service providers matching the user's desired field of service.

Shaffer teaches, wherein when the audio request from the user includes a keypad entry response from the user, converting a signal generated by the user's keypad entry into a database query language format in order to enable selection of service providers matching the field of service desired by the user from the service provider database; and

querying the service provider database according to the generated query of the field of service desired by the user in order to generate a list of one or more service providers matching the user's desired field of service. (Shaffer, Col. 3 lines 3-15, Col. 20 line 59 to Col. 21 line 10)

Shaffer and Rothschild are both in the field of phone interaction with a computer system.

Shaffer is compatible with Rothschild because Rothschild provides a direct connection between the phone call and a server that routes the phone call, Shaffer provides for a CTI (Computer Telephone integration), which is a system, which is designed to rout phone calls. (Shaffer, abstract, Col. 2 line 59-67) (Rothschild, paragraph 12)

It would be obvious of one of ordinary skill in the art at the time of the invention to combine the system of Rothschild with the method of Shaffer it is well know to add additional feature to a existing server which is used to interface to the communication system, which Rothschild allows for variations, since Shaffer discuss can be placed in the answering interface. (Shaffer, Col. 1 line 47 to Col. 2 line 6) and (Rothschild, paragraph 4, 5) Additionally Shaffer provides for a faster interface. (Col. 21 lines 21-23)

For claim 7, Rothschild-Shaffer teaches, the method of claim 1, wherein the one or more search criteria include one of a voice request and a keypad entry response and includes one or more of a category of service providers, a service provider price, service provider availability, service provider specific expertise, service provider language and a service provider minimum quality rating. (Shaffer, Col. 3 lines 3-15, Col. 20 line 59 to

Col. 21 line 10) The same motivation that was utilized in the rejection of claim 2, applies

equally as well to claim 7.

For claim 8, Rothschild-Shaffer teaches, the method of claim 1, further comprises:

     providing the user with an audio list of a wide array of fields of service available

from the audio portal service provider system; and

     providing the user with a unique audio field of service code corresponding to

each field of service within the audio list of fields of service, wherein an keypad entry of

a field of service code is received via the audio transmission medium to select a desired

field of service for the one or more search criteria; wherein at least on of the one or

more search criteria is not a selection from an option list. (Alpdemir, Col. 11 line 60 to

Col. 12 line 33) and (Shaffer, Col. 3 lines 3-15, Col. 20 line 59 to Col. 21 line 10) The

same motivation that was utilized in the rejection of claim 2, applies equally as well to

claim 8.

For claim 10, Rothschild-Shaffer teaches, the method of claim 1, wherein determining

the selection of the user further comprises:

     When the selection of the user includes a voice request, converting the voice

request into a database query language format using integrated voice recognition

software to determine the service provider selected by the user;

when the selection of the user includes a keypad entry response, converting a

signal generated by the keypad entry response into a database query language format

to determine the service provider selected by the user; and

querying the service provider database according to the generated query to select the

service provider desired by the user. (Shaffer, Col. 3 lines 3-15, Col. 20 line 59 to Col.

21 line 10) The same motivation that was utilized in the rejection of claim 2, applies

equally as well to claim 10.

Claims 12, 17, 18, and 20 list all the same elements of claims 2, 7, 8, and 10 but in

medium form rather than method form. Therefore, the supporting rationale of the

rejection to claims 2, 7, 8, and 10 applies equally as well to claim s 12, 17, 18, and 20.

For claim 25, Rothschild-Shaffer teaches, the system of claim 21, wherein audio

transmission medium further comprises:

a public switched telephone network interface to connect a user to the system.

(Shaffer, Col. 3 lines 3-15)The same motivation that was utilized in the rejection of claim

2, applies equally as well to claim 25.

Claim Rejections - 35 USC § 103

Claims 3-6 and 13-16, 24 are rejected under 35 U.S.C. 103(a) as being unpatentable

over Rothschild.

For claim 3, Rothschild teaches, the method of claim 1, further comprising:

receiving a request from a service provider of a field of service for inclusion in the service provider database; and

when the service provider is approved for inclusion in the service provider database, generating a record in the service provider database, the record including provider information contained in the request, wherein the provider information includes one or more of specific expertise of the service provider, (Rothschild, paragraph 12, 14-23 39, 40 and figure 1)

Rothschild fails to teach, one or more languages spoken by the service provider.

It would have been obvious to on of ordinary skill in the art at the time of the invention was made to add a language spoken by the service provider to the method of Rothschild in order to better serve the customer, as it would be obvious that the service provider would speak the language of the area and would list additional languages if applicable.

For claim 4, Rothschild teaches, the method of claim 1, further comprising:

billing the user for the live conversation with the selected service provider; and compensating the selected service provider for the live conversation with the user. (Rothschild, paragraph 29 thru 37)

It would be obvious of one of ordinary skill in the art at the time of the invention to allow charging of the user or any other person, since changes the bill to process.

For claim 5, Rothschild teaches, the method of claim 4, wherein the billing the user

further comprises:

measuring a duration of the live conversation between the user and the selected

service provider; and

calculating a billing amount for the user based on the duration of the live conversation

and a time-based price charged by the selected service provider. (Rothschild,

paragraph 29 thru 37) The same motivation that was utilized in the rejection of claim 4,

applies equally as well to claim 5.

For claim 6, Rothschild teaches, the method of claim 4, wherein the billing the user

further comprises:

calculating a billing amount for the user based on a flat fee charged by the

service provider. (Rothschild, paragraph 29 thru 37) The same motivation that was

utilized in the rejection of claim 4, applies equally as well to claim 6.

Claims 13-16, 24 list all the same elements of claims 3-6, but in system and medium

form rather than method form. Therefore, the supporting rationale of the rejection to

claims 3-6 applies equally as well to claim 13-16, 34.

Claim 15 list all the same elements of claim 1, but in system form rather than method

form. Therefore, the supporting rationale of the rejection to claim 1 applies equally as

well to claim 15.

Claim Rejections - 35 USC § 103

Claims 2, 7, 8, 10, and 12,17, 18, and 20 are rejected under 35 U.S.C. 103(a) as

being unpatentable over Levin et al. (U.S. Patent 6,173,279).

For claim 2, Levin teaches, the method of claim 1, further comprising:

converting the one or more search criteria from the audio form into a database

query to search the service provider database; (Levin, Col. 4 lines 47-64, natural

language queries)

wherein when the one or more search criteria include a voice entry of a search

criterion, converting the voice entry utilizing interactive voice recognition software; and

(Levin, Col. 5 lines 36-59, natural language to string of logical search queries Col. 6

lines 48-49, interactive)

Levin fails to clearly disclose, wherein when the one or more search criteria a keypad

entry of a search criterion, converting a single generated by the keypad entry utilizing a

Dual Tone Multi-Frequency (DTMF) decoder.

A DTMF system is compatible with that of Levin Natural Language query system, since

DTMF as well known tone and sound that can be integrated in the Natural Language

query system, by associated the sound with the specific number.

It would have been obvious to on of ordinary skill in the art at the time of the

invention was made to add the feature of DTMF, keypad with that of Natural Language

query system because it is well known in the art at the time of invention to make use of

touch tones (DTMF, keypad) when making a phone call and interfacing with a

automated system.

For claim 7, Levin teaches, the method of claim 1, wherein the one or more

include one of a voice request and a keypad entry response and includes one or more

of a category of service providers, a service provider price, service provider availability,

service provider specific expertise, service provider language and a service provider

minimum quality rating. (Levin, Col. 8 lines 15-32, expensive, low price) The same

motivation that was utilized in the rejection of claim 2, applies equally as well to claim 7.

For claim 8, Levin teaches, the method of claim 1, further comprises:

    providing the user with an audio list of a wide array of fields of service

available from the audio portal service provider system; and (Levin, Col. 6 lines 57-67,

list the possibilities)

    providing the user with a unique audio field of service code corresponding

to each field of service within the audio list of fields of service, wherein an keypad entry

of a field of service code is received via the audio transmission medium to select a

desired field of service for the one or more search criteria; wherein at least on of the one

or more search criteria is not a selection from an option list. (Levin, Col. 6 lines 45-67)

The same motivation that was utilized in the rejection of claim 2, applies equally as well to claim 8.

For claim 10, Levin teaches, the method of claim 1, wherein determining a selection from the user further comprises:

when the selection of the user includes a voice request, converting the voice request into a database query language format using integrated voice recognition software to determine the service provider selected by the user; (Levin, Col. 5 lines 36-60, natural language)

when the selection of the user includes a keypad entry response, converting a signal generated by the keypad entry response into a database query language format to determine the service provider selected by the user; and (Levin, Col. 8 query questions)

querying the service provider database according to the generated query to select the service provider desired by the user to enable connection between the user. (Levin, Col. 7 lines 12-15, establish telephone connection)The same motivation that was utilized in the rejection of claim 2, applies equally as well to claim 10.

Claims 11-20 list all the same elements of claims 1-10. Therefore, the supporting

rationale of the rejection to claims 1-10 applies equally as well to claims 11-20. See

above for corresponding rejections.

Conclusion

The prior art made of record and not relied upon is considered pertinent to

applicant's disclosure. See attached UPSTO 892.

THIS ACTION IS MADE FINAL. Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within

TWO MONTHS of the mailing date of this final action and the advisory action is not

mailed until after the end of the THREE-MONTH shortened statutory period, then the

shortened statutory period will expire on the date the advisory action is mailed, and any

extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of

the advisory action. In no event, however, will the statutory period for reply expire later

than SIX MONTHS from the mailing date of this final action.

Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Ajay M. Bhatia whose telephone number is (571)-272-

3906. The examiner can normally be reached on M-F 8:30 am - 5:00 pm.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Jason Cardone can be reached on (571)272-3933. The fax phone number

for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the

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published applications may be obtained from either Private PAIR or Public PAIR.

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you have questions on access to the Private PAIR system, contact the Electronic

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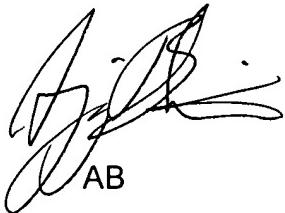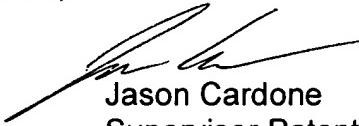
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AB